

From: Aleta Watson
To: Microsoft ATR
Date: 1/17/02 11:15pm
Subject: Microsof Settlement

Hello,

I would like to thank you for reading my opinion on the Microsoft Settlement.

At the moment Microsoft has a clear monopoly over many aspects of the desktop computer industry and is spreading to others. An example of this monopoly would be how when you buy a computer from Dell or Compaq, Internet Explorer is pre-installed on the system. I personally dislike Microsoft's browser and naturally chose to use Netscape instead. Upon having Netscape installed I had several error messages appear when I use the internet. If I chose "close" my computer would lock up forcing me to restart my computer. After consulting my friend he informed me that having both of the browsers on the computer would cause conflicts and the only way to remove the errors was to uninstall one of the browsers. Since I preferred Netscape I proceeded to uninstall Internet Explorer which was quite a difficult task because it is tied into so many things in the Windows OS.

Once Internet Explorer was removed I was confronted with two more problems. The first one was that I would have problems when I open folders, which appear to be browsed using Internet Explorer, (Note the "Back" and "Forward" buttons on the top of the window). This was quite a problem since I have many files on my computer and I now could not access them. The second problem was with Microsoft's "Critical Updates" which are patches which usually fix some problem, usually with the OS, (They sure have a lot of updates). These updates can only be accessed using Microsoft's Internet Explorer. Having uninstalled the program from my computer I now could not access them. This left me with a serious problem which could only be fixed by using their browser.

Another problem which deserves some attention, is Windows' compatibility with Apple's QuickTime. Many videos and forms of media are in Quicktime format. On newer versions of the Windows OS the Quicktime Player (which is not installed with the OS) causes conflicts which leads to crashes and a whole bunch of problems. Since many people still wanted to view Quicktime formatted files, they would call up Microsoft and ask how to fix it. Microsoft would say that yes it was a conflict with the Windows OS and that the only solution was to remove Quicktime. Rather than update their OS through their many "Critical Updates" they forced Apple to make a new version of Quicktime if it wanted to run on Windows computers (which take up most of the market).

These are my reasons I believe Microsoft has a clear and growing control of the market. Thank you for your time.

Sincerely,
Eric Watson